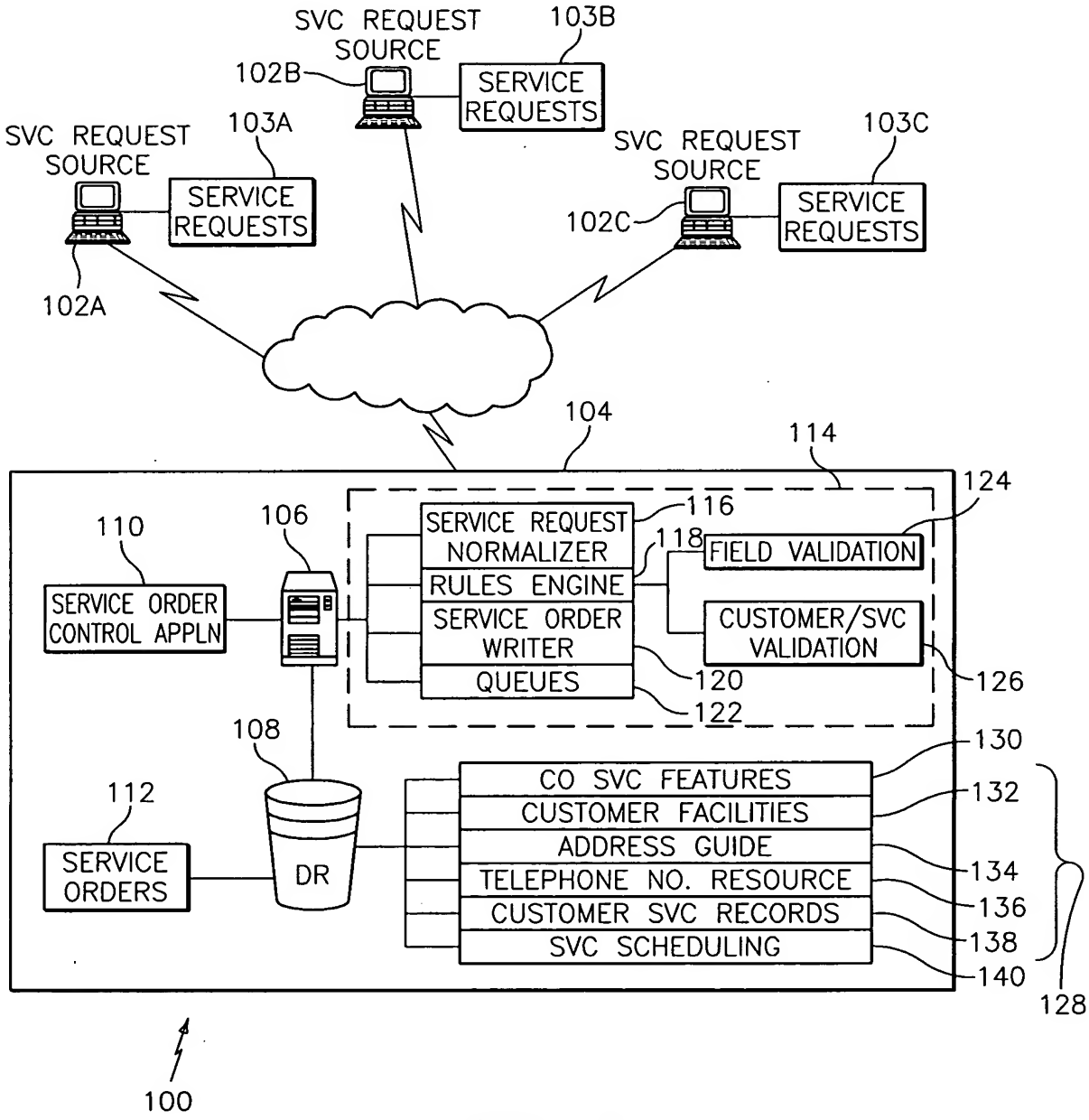
SVC REQUEST SOURCE
103B
102B
SERVICE REQUESTS
SVC REQUEST SOURCE
103A
SERVICE REQUESTS
SVC REQUEST SOURCE
103C
102C
SERVICE REQUESTS
102A
104
114
124
110
106
SERVICE REQUEST NORMALIZER
116
118
FIELD VALIDATION
SERVICE ORDER CONTROL APPLN
RULES ENGINE
SERVICE ORDER WRITER
CUSTOMER/SVC VALIDATION
QUEUES
120
126
122
108
130
CO SVC FEATURES
112
132
CUSTOMER FACILITIES
ADDRESS GUIDE
SERVICE ORDERS
DR
134
TELEPHONE NO. RESOURCE
136
CUSTOMER SVC RECORDS
138
SVC SCHEDULING
140
128
100

FIG. 1

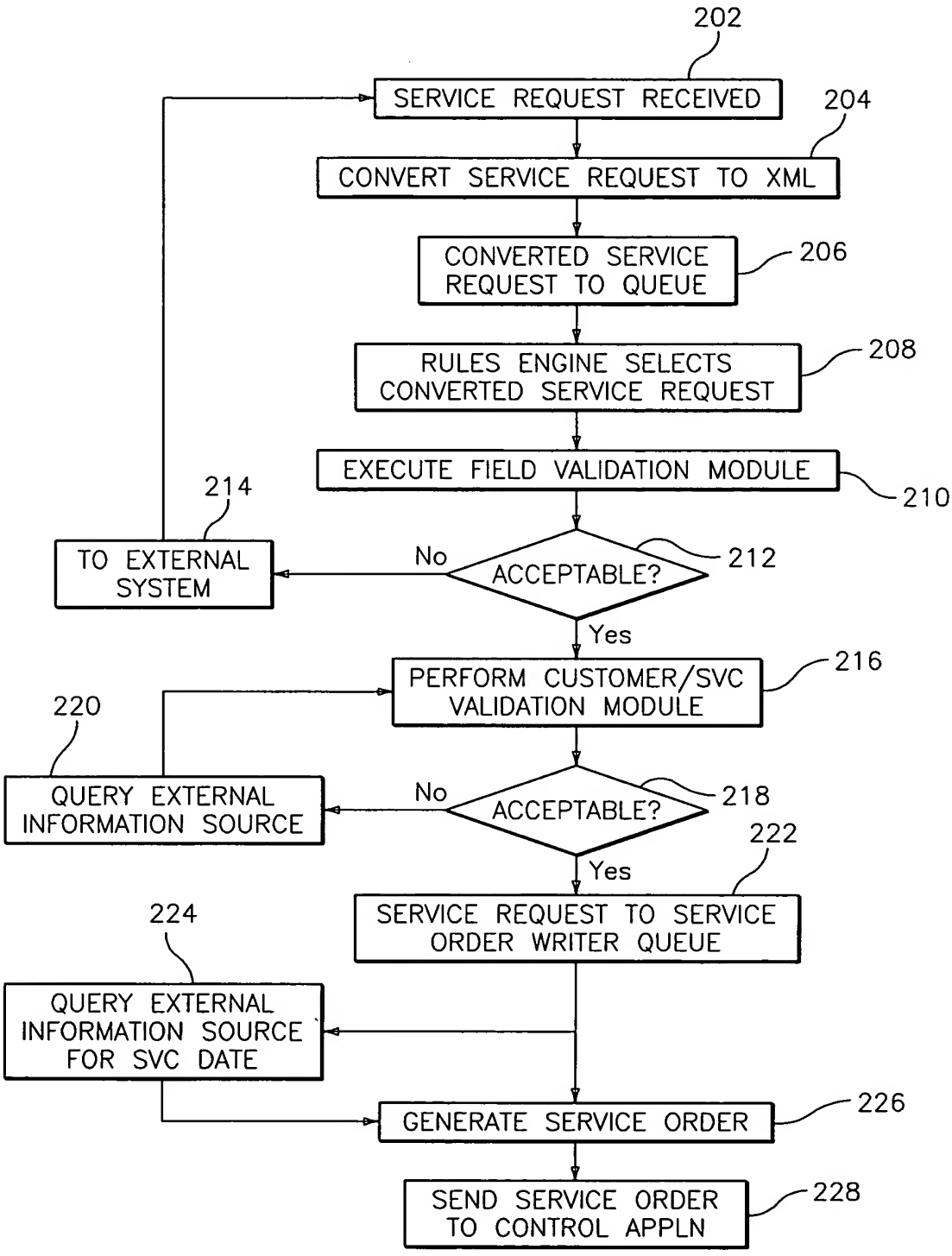
202
SERVICE REQUEST RECEIVED
204
CONVERT SERVICE REQUEST TO XML
CONVERTED SERVICE REQUEST TO QUEUE
206
RULES ENGINE SELECTS CONVERTED SERVICE REQUEST
208
EXECUTE FIELD VALIDATION MODULE
210
214
TO EXTERNAL SYSTEM
No
ACCEPTABLE?
212
Yes
PERFORM CUSTOMER/SVC VALIDATION MODULE
216
220
QUERY EXTERNAL INFORMATION SOURCE
No
ACCEPTABLE?
218
Yes
222
SERVICE REQUEST TO SERVICE ORDER WRITER QUEUE
224
QUERY EXTERNAL INFORMATION SOURCE FOR SVC DATE
GENERATE SERVICE ORDER
226
SEND SERVICE ORDER TO CONTROL APPLN
228

FIG. 2

```
- <LSR>
    <ccna>FD</ccna>
    <pon>XXXXXXV01S01</pon>
    <version>00</version>
    <locqty>000</locqty>
    <htqty>00</htqty>
    <an>XXXXXXXX468</an>
    <serviceCenter>LCSC</serviceCenter>
    <dateSent>20040224</dateSent>
    <ddd>20040225</ddd>
    <reqtyp>AB</reqtyp>
    <act>C</act>
    <cc>4085</cc>
    <actl>XXXXXXMD</actl>
    <lso>XXX241</lso>
    <tos>1B-</tos>
    <nc>TY--</nc>
    <cic>XX66</cic>
    <cust>XXXX REALTORS</cust>
    <ban1>XXXXX025025</ban1>
    <acna>XXX</acna>
    <billName>XXXX Communications</billName>
    <billNameStreet>123 XXXX Way</billNameStreet>
    <billNameFloor>2<billNameFloor>
    <billNameCity>XXXXXX</billNameCity>
    <billNameState>FL</billNameState>
    <billNameZipCode>XXXXXX</billNameZipCode>
    <billCon>XXXXXXX</billCon>
    <billConTelNo>XXXXX329</billConTelNo>
    <init>Nora</init>
    <initTelNo>XXXXXXXXX</initTelNo>
    <initFaxNo>XXXXXXXXX</initFaxNo>
    <initStreet>XXXXX Way</initStreet>
    <initFloor>2</initFloor>
    <initCity>XXXXXXX</initCity>
    <initState>FL</initState>
    <initZipCode>XXXXXX</initZipCode>
    <impCon>TECH ON DUTY</impCon>
    <impConTelNo>123456789</impConTelNo>
    <altImpCon>TECH ON DUTY</altImpCon>
    <altImpConTelNo>123456789</altImpConTelNo>
    <dsgCon>TECH ON DUTY</dsgCon>
    <drc>ZD</drc>
    <dsgConTelNo>123456789</dsgConTelNo>
    <dsgConFaxNo>123456789</dsgConFaxNo>
    <dsgConStreet>1234 XXXX Way</dsgConStreet>
    <dsgConFloor>2</dsgConFloor>
    <dsgConCity>XXXXX</dsgConCity>
    <dsgConState>FL</dsgConState>
    <dsgConZipCode>XXXXX</dsgConZipCode>
</LSR>
```

FIG. 3

```
- <ServiceORder orderNumber="XXXXXGD8" applicationDate="20030624">
 - <FieldedIdentSection>
  - <HeaderLine>
   - <HeaderField name="statusPrefix">
    - <Label>
       <![CDATA[ SR      ]]>
     </Label>
    - <Value>
       <![CDATA[ A    ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="status">
    - <Label>
       <![CDATA[      ]]>
     </Label>
    - <Value>
       <![CDATA[ CP    ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="statusSuffix">
    - <Label>
       <![CDATA[      ]]>
     </Label>
    - <Value>
       <![CDATA[ X     ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="version">
    - <Label>
       <![CDATA[  VN     ]]>
     </Label>
    - <Value>
       <![CDATA[ 000    ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="switchingNpaNxx">
    - <Label>
       <![CDATA[  SI    ]]>
     </Label>
    - <Value>
       <![CDATA[ 73xxxx   ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="generalClassSvc">
    - <Label>
       <![CDATA[  RC     ]]>
     </Label>
    - <Value>
       <![CDATA[    ]]>
     </Value>
    </HeaderField>
   - <HeaderField name="workFunctionCode">
```

FIG. 4

```
SHAK NCXXX SITE D                    5/5                    RI ABCEF SOCS21A

SR PCX VN 000 SI 205991 RC AM PD  -  -  AC Y TI          SOI BF RG N
TN 205 991-XXXX SA CC 647 CD 02-23-04 EX BHMS AD 02-18-04,HU,1744,ID,02-18,
ORD,N1XXXXXX,A,  ,CS,VR3CL,SLS,XXXXXX,DD,02-23-04,AC,  ,AP,W,MA,    ,
ZRTI R,R,504 557-2444,CH,985867     , ,                                    ,
ICENTR00                            , ,---DIR                              ,
CR0  C1G6W520                       , ,IDEL A0, B0                         ,
IPCL MCH T 02-23-04                 , ,                                    ,
RRSO C1G6W520                       , ,---BILL                             ,
SEQ  (A) C1G6W520                   , ,IBN1 XXXXXXXXXXXxxxxx               ,
ITTRA205 991                        , ,IBA2          ,
ZOCD 02-23-2004                     , ,IPO  BIRMINGHAM AL 35244            ,
ZDDD 02-23-04                       , ,IBI  WSO                            ,
                                    , ,IBTN XXXXXXXXXX                ,
---LIST                            , ,ICC  B                              ,
ILN  XXXXXXXX, DANIEL J             , ,ICI  OS 205XXXXXXXX                 ,
ILA  123 SOME ST., HOOVER       , ,ISS  (1) XXXXXXXXXXXXX;X, XXXXXXXXXX,
ISA  123 SOME ST., HOOVER, AL   , ,     NIEL                          ,
ILOC DES (N XXXXXXXXX SUBDVSN H280 , ,ITAR 094,736                         ,
     TL HUGH XXXXXX DR G 1-4M TL    , ,IZSCR99XX, 02-18-2004               ,
     XXXXXXXXX SUBD)                , ,                                    ,
IDZIP352XX                          , ,---S&E                              ,


PAGE 2
                                    , ,     /ZSER 31099999A8               ,
---S&E                              , ,I1   NXMCR/TN 205 991-XXXX          ,
I1   VR3CL/TN 205 991-XXXX/ADL      , ,     /ZSER 38099999A9               ,
     /LPIC 0377/LPCA BO, 02-18-04   , ,I1   SEQ1X/TN 205 991-XXXX          ,
     /PIC 0377/PCA NO, 02-18-04     , ,     /ZSER 3F099999AA               ,
     /ZSER F8099999A0/EXK 205 991   , ,     /RMKR (A) 02-23-04             ,
     /LRN 2059910000/TTRA 205 991   , ,I1   VSB  /TN 205 991-XXXX          ,
I1   37XBP/TN 205 991-XXXX          , ,     /ZSER 46099999AB               ,
     /ZSER 00099999A1               , ,                                    ,
I1   9LX  /TN 205 991-XXXX          , ,---RMKS                             ,
     /ZSER 07099999A2               , ,RMK  TN (205) 991-XXXX MANUALLY ASS,
I1   AHX  /TN 205 991-XXXX          , ,     IGNED BY XXXXXXX. SPLIT CSR    ,
     /ZSER 0E099999A3               , ,RMK  ADL (205) 991-XXXX CUSTOMER WI,
I1   ESC  /TN 205 991-XXXX          , ,     LL PROVIDE INSIDE WIRING FOR A,
     /ZSER 15099999A4               , ,     DDITIONAL LINE                 ,
I1   ESXDC/TN 205 991-XXXX          , ,RMK  FACILITIES NOT CONNECTED AT CU,
     /ZSER 1C099999A5               , ,     STOMERS PREMISES               ,
I1   FUJAX/TN 205 991-XXXX          , ,IRMKR(A) VR3CL 022304               ,
     /ZSER 23099999A6               , ,ZCBR 205 9XX-XXXX                   ,
I1   LNPCX/TN 205 991-XXXX          , ,ZTRK (PMAP) SO 02182004233727GMT    ,
     /ZSER 2A099999A7               , ,ZTRK (PMAP) IO 02182004234409GMT    ,
I1   NSS  /TN 205 991-XXXX          , ,MORE,          ,,   ,   ,  ,SCROLL =>,
```

FIG. 5